



Family Health Centers

Job Description

JOB TITLE: Registered Nurse/Care Manager for Okanogan County Jail Medication Opioid Use Disorder (MOUD) Program

DEPARTMENT: Nursing

FLSA STATUS: Non-Exempt/Hourly

REPORT TO: Director of Nursing - TBC

PRIMARY ACCOUNTABILITY: Works with Okanogan County Jail Leadership and Staff in conjunction with Family Health Centers Operations, Medical Providers and the Quality Improvement Team to ensure quality, comprehensive and coordinated care is delivered to patients in the jail population who qualify for the MOUD Program. The RN Care Manager (RNCM) will also provide medical support to the prescribing clinicians. The duties of the RNCM include; individual screening, MAT education, assisting with MAT inductions, taking vital signs, drug testing, lab work, ongoing nursing assessments, documentation, care planning, stabilization, observation and maintenance, coordination of post incarceration follow up care, relapse prevention and support for the individual's self-management. The RNCM is also responsible for assisting jail staff with data collection activities.

PRIMARY DUTIES AND RESPONSIBILITIES

1. Communicates health information to providers, patients, support staff, and team members
 - a. Able to problem solve using critical thinking skills, clinical judgement abilities, visionary capabilities, creativity, patience and flexibility.
 - b. Successful in managing complex situations; ability to perform triage functions and take substance abuse and medical history
 - c. Assessment and Monitoring of patients in the induction, stabilization, and maintenance phases of treatment while incarcerated and assists with planning for release.
 - d. Ongoing review and revision of patient's plan of care with the MAT provider team as needed to address patient needs and issues
 - e. Ongoing management of patients receiving MAT in the jail.
 - f. Assessment of signs and symptoms of opioid withdrawal using the COWS (Clinical Opioid Withdrawal Scale)
 - g. Education and support of patients in all phases of treatment including nursing visits, urine toxicology screens, routine labs and as needed, medication teaching, monitoring, pill counts, observed dosing, and medication refills
 - h. Collect pertinent data using appropriate assessment techniques
 - i. Linkage to other community services including addiction, mental health and primary care as needed



Family Health Centers

Job Description

- j. Assess, document, and implement actions required to meet patient needs
 - k. Able to work with Corrections Officers, jail staff/leadership and recovery coaches required to provide supportive services
 - l. Able to relate to and work with ill and disabled patients of all ages, non-English speaking patients, emotionally distressed patients and families
 - m. Able to cope with varying and unpredictable situations tactfully and respectfully
 - n. Assists in the management of OBOT patients following established protocols and systems for disease management in collaboration with prescribers
 - o. Utilizes patient communication strategies, such as motivational interviewing and trauma informed care methods
 - p. Developing a plan of care, goals and other specific measures pertinent to patient's health condition(s)
 - q. Assesses patient activation and readiness for change and collaborates with patient to develop self-management goals
 - r. Participate in program efforts to achieve established goals and quality metrics
 - s. Monitors and processes voicemail, EHR messaging and email in a timely manner.
 - t. Works to the level of their license to maximize their contribution to Team Based Care.
 - u. Acts as a resource to Correction's Officers and assists with education around Medication Assisted Treatment and Opioid Use Disorder.
 - v. Acts as a leader in integrated teams to establish and maintain a positive work environment and strengthen relationships between teams, departments and organizations.
 - w. Functions as an RN Case Manager in direct patient care for all patients receiving Medication Assisted Treatment in the Okanogan County Jail.
2. Participates in Quality Improvement and Infection Control initiatives
- a. Supports and contributes to Quality Initiatives that advance the goals of Family Health Centers and the Okanogan County Jails MOUD program.
 - b. Follows the direction of the Infection Control Manager and Okanogan County Jail policies to uphold the highest standards of patient and staff safety.
 - c. Participates in PDSA cycles, capturing pertinent information to maximize the effectiveness of Process Improvement
3. Patient Care
- a. Provides professional nursing care for Okanogan County Jail patients following established standards and practices and acting within the scope of the RN license.
 - b. Interacts frequently with high risk patients regarding care plans, in the jail and in the clinical setting.
 - c. Acts as an educational resource for patients, FHC staff and jail staff.
 - d. Develops and discusses patient self-management plans in conjunction with PCP, and OTN providers and staff or patient's MAT provider of choice.



Family Health Centers

Job Description

- e. Follows up with patients to assess compliance and progress with identified goals.
 - f. Provides decision support and encourages treatment adherence both during and post incarceration.
 - g. Triage patients to level of employee licensure: assess patients as needed and provide appropriate nursing care.
 - h. Provides assessment data regarding treatment efficacy to physicians for treatment decision support.
4. Team Based Care
- a. Supports empanelment and helps to maintain accurate and appropriate Provider panels.
 - b. Support Population Health to proactively improve the health of our community
 - c. Participates in Team Based Care and Whole Person Care initiatives
 - d. Works with QIP Leadership and the Clinic Nurse Supervisor to maintain compliance with all state, federal and regulatory agency standards (Joint Commission, HRSA etc)
5. Attendance
- a. Ensures attendance and hours worked are accurately recorded in computerized timekeeping system
 - b. Properly manages PTO hours.
 - c. Responsible for regular, predictable attendance and to work hours as scheduled, which may include evenings or weekends

GENERAL DEVELOPMENT

- 1. Requires more advanced organizational skills, in order to organize projects or the work of others, both clinical staff and non licensed/non clinical staff.
- 2. Job duties require the ability to work independently and as part of a team
- 3. Job responsibilities require individual development of priorities for effective performance of duties, including re-prioritization in response to changes in circumstances.
- 4. Employees are expected to determine an effective response to situations encountered with established precedent.
- 5. Requires consideration of the impact of own work product on other employees involved in the workflow
- 6. This position exercises leadership over others, and includes some supervisory authority over the actions of Corrections Offices assisting with medication administration.

PROFESSIONAL & TECHNICAL KNOWLEDGE

Job duties require knowledge and training in the field of nursing typically acquired through a formal Associates or Bachelor degree. Job experience working with patients with Substance Use Disorder is desired. Previous care



Family Health Centers

Job Description

management experience preferred. Two years of recent clinical experience as an RN working in a clinic/outpatient setting preferred.

LICENSES AND CERTIFICATIONS

Must have an active Registered Nurse licensure with the State of Washington

TECHNICAL SKILLS

1. Ability to prepare basic correspondence and simple reports using computer.
2. Ability to create, send and manage email.
3. Ability to access and complete data entry in the Electronic Practice Management (EPM) program
4. Ability to access web-based applications and other computer programs.
5. Fully functional in use of the Electronic Health Records (EHR) program.
6. Fully functional in use of Windows based programs.

COMMUNICATION SKILLS

- 1) Employee is required to effectively communicate using FHC's core values; the **Core Dimensions**
 - (a) **Respect**—using manners and appropriate language; maintaining a person's dignity and confidentiality; giving credit where due; asking others for their input and feedback
 - (b) **Empathy**—to show someone you understand what they are feeling without judgment; engaged listening with no distractions; acknowledgment and paraphrasing; eye contact
 - (c) **Genuineness**—tone of voice and body language are congruent; showing consistent behaviors over time; integrity (follow-through and follow-up); humility (admitting when a mistake is made)
 - (d) **Specificity**—what details can you give so someone knows what “excellence” looks like; models or samples; one-on-one mentoring; alternate plans
- 2) Job duties require employee to provide excellent customer service to all internal and external customers
- 3) Job duties require employee to effectively communicate complex and/or technical information to co-workers and others
- 4) Job duties require the effective communication of information in written (including electronic) correspondence
- 5) Duties require employees to effectively convey technical and clinical information to non-technical/non-clinical audiences

WORK ENVIRONMENT

Work is performed primarily in a County Jail setting, which may include the requirement of working at sites located outside of a traditional medical clinic. May be required to work inside of the clinic when necessary to meet the needs of our community and perform some outreach (such as at community events and at alternative care sites for infection control purposes).



TYPICAL PHYSICAL DEMANDS

Physical Requirements	N/A	Rarely (1-12%)	Occasionally (13-33%)	Frequently (34-66%)	Regularly (67-100%)
Standing				x	
Walking			x		
Climbing		x			
Sitting				x	
Stooping / Kneeling		x			
Lift/Carry up to 15 lbs.		x			
Lift/Carry up to 30 lbs.		x			
Lift/Carry up to 50 lbs.		x			
Push/Pull up to 25 lbs. of exertion		x			
Push/Pull up to 50 lbs. of exertion		x			
Work below waist level		x			
Work at waist to shoulder level					x
Work above shoulder level			x		
Reach further than arm's length				x	
Fingering					x
Grasping / Holding				x	
Talking					x
Hearing					x
Seeing					x
Work in confined spaces			x		
Exposed to extreme temperatures		x			
Operate tools or machinery (incl. office equip.)					x
Operate motorized vehicles/equipment			x		
Work at heights balancing	x				
Use/exposed to hazardous substances					x

This description is intended to describe the essential job functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change the duties at any time.

Signature below acknowledges that I have received a copy of my job description.

Employee Signature

Date

Witness Signature

Date



Family Health Centers

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